

Received & Inspected

JUN 20 2012

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FCC Mail Room

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**Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)**

**WC Docket No. 10-90**

§ 54.313(a)(2) – Outage reporting

\_\_\_\_\_ My company was not required to collect this information in 2011.

  X   My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

\_\_\_\_\_ My company was not required to collect this information in 2011.

  X   My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

  X   My company was not required to collect this information in 2011.

\_\_\_\_\_ My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

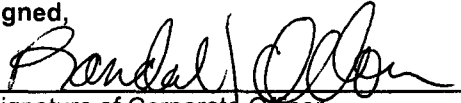
| Company Name                               | State | Study Area Code |
|--|-------|-----------------|
| Piedmont Rural Telephone Cooperative, Inc. | SC    | 240538          |
|  |       |                 |
|  |       |                 |
|  |       |                 |

(If necessary, attach a separate list of additional study areas and check this box.)

☐

No. of Copies rec'd   0    
List ABCDE

Signed,



[Signature of Corporate Officer]

Date:

6-19-12

Randal J. Odom

[Printed Name of Corporate Officer]

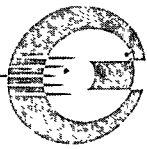
Chief Financial Officer

[Title of Corporate Officer]

Carrier's Name Piedmont Rural Telephone Cooperative, Inc.

Carrier's Address 201 Anderson Drive/ PO Box 249, Laurens, SC 29360

Carrier's Telephone Number (864) 682-3131



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April 13, 2012

Mr. Tom Allen  
Office of Regulatory Staff  
PO Box 11263  
Columbia, SC 29211

Subject: 1st Quarter 2012 Trouble Reports

Dear Mr. Allen:

Enclosed please find reporting for 1st Quarter 2012, period ending March 31, 2012.  
The reports include:

Quarterly Trouble Rates  
Percent Cleared in 24 Hours  
Held Applications/ Availability of Service

Please review and advise if you have questions.

Sincerely,

Brandi M. Thompson  
Piedmont Rural Telephone Cooperative, Inc.  
864-682-3131  
[brandit@prtcom.com](mailto:brandit@prtcom.com)

201 Anderson Drive • P.O. Box 249 • Laurens, South Carolina 29360-0249  
Phone: (864) 682-3131 • Fax: (864) 682-8888

[www.prtcnet.com](http://www.prtcnet.com)

**Piedmont Rural Telephone Cooperative**  
**Quarterly Trouble Rates**  
**Quarter 1 - 2012**

| <b>JANUARY</b>       |                           |                     |                     |
|----------------------|---------------------------|---------------------|---------------------|
| <b>IR Area</b>       | <b>Number of Troubles</b> | <b>Access Lines</b> | <b>Trouble Rate</b> |
| HICKORY TAVERN       | 27                        | 1,140               | 2.37%               |
| WATERLOO             | 20                        | 1,164               | 1.72%               |
| LAURENS              | 97                        | 3,669               | 2.64%               |
| WEST END             | 38                        | 1,108               | 3.43%               |
| GRAY COURT           | 46                        | 1,660               | 2.77%               |
| ENROEE               | 31                        | 1,555               | 1.99%               |
| <b>JANUARY Total</b> | <b>259</b>                | <b>10,296</b>       | <b>2.52%</b>        |

| <b>FEBRUARY</b>       |                           |                     |                     |
|-----------------------|---------------------------|---------------------|---------------------|
| <b>IR Area</b>        | <b>Number of Troubles</b> | <b>Access Lines</b> | <b>Trouble Rate</b> |
| HICKORY TAVERN        | 11                        | 1,139               | 0.97%               |
| WATERLOO              | 26                        | 1,166               | 2.23%               |
| LAURENS               | 82                        | 3,668               | 2.24%               |
| WEST END              | 18                        | 1,104               | 1.63%               |
| GRAY COURT            | 40                        | 1,650               | 2.42%               |
| ENROEE                | 26                        | 1,545               | 1.68%               |
| <b>FEBRUARY Total</b> | <b>203</b>                | <b>10,272</b>       | <b>1.98%</b>        |

| <b>MARCH</b>       |                           |                     |                     |
|--------------------|---------------------------|---------------------|---------------------|
| <b>IR Area</b>     | <b>Number of Troubles</b> | <b>Access Lines</b> | <b>Trouble Rate</b> |
| HICKORY TAVERN     | 21                        | 1,138               | 1.85%               |
| WATERLOO           | 37                        | 1,168               | 3.17%               |
| LAURENS            | 129                       | 3,672               | 3.51%               |
| WEST END           | 40                        | 1,104               | 3.62%               |
| GRAY COURT         | 27                        | 1,648               | 1.64%               |
| ENROEE             | 50                        | 1,554               | 3.22%               |
| <b>MARCH Total</b> | <b>304</b>                | <b>10,284</b>       | <b>2.96%</b>        |

| <b>Quarter 1 - 2012</b>       |                           |                     |                     |
|-------------------------------|---------------------------|---------------------|---------------------|
| <b>IR Area</b>                | <b>Number of Troubles</b> | <b>Access Lines</b> | <b>Trouble Rate</b> |
| HICKORY TAVERN                | 59                        | 3,417               | 1.73%               |
| WATERLOO                      | 83                        | 3,498               | 2.37%               |
| LAURENS                       | 308                       | 11,009              | 2.80%               |
| WEST END                      | 96                        | 3,316               | 2.90%               |
| GRAY COURT                    | 113                       | 4,958               | 2.28%               |
| ENROEE                        | 107                       | 4,654               | 2.30%               |
| <b>Quarter 1 - 2012 Total</b> | <b>766</b>                | <b>30,852</b>       | <b>2.48%</b>        |

**Piedmont Rural Telephone Cooperative**  
**Percent of Troubles Cleared in 24 Hours**  
**Quarter 1 - 2012**

| <b>JANUARY</b>       |                           |                            |                              |
|----------------------|---------------------------|----------------------------|------------------------------|
| <b>IR Area</b>       | <b>Number of Troubles</b> | <b>Cleared in 24 Hours</b> | <b>% Cleared in 24 Hours</b> |
| HICKORY TAVERN       | 27                        | 26                         | 96.30%                       |
| WATERLOO             | 20                        | 17                         | 85.00%                       |
| LAURENS              | 97                        | 94                         | 96.91%                       |
| WEST END             | 38                        | 37                         | 97.37%                       |
| GRAY COURT           | 46                        | 44                         | 95.65%                       |
| ENROEE               | 31                        | 30                         | 96.77%                       |
| <b>JANUARY Total</b> | <b>259</b>                | <b>248</b>                 | <b>95.75%</b>                |

| <b>FEBRUARY</b>       |                           |                            |                              |
|-----------------------|---------------------------|----------------------------|------------------------------|
| <b>IR Area</b>        | <b>Number of Troubles</b> | <b>Cleared in 24 Hours</b> | <b>% Cleared in 24 Hours</b> |
| HICKORY TAVERN        | 11                        | 10                         | 90.91%                       |
| WATERLOO              | 26                        | 26                         | 100.00%                      |
| LAURENS               | 82                        | 80                         | 97.56%                       |
| WEST END              | 18                        | 18                         | 100.00%                      |
| GRAY COURT            | 40                        | 40                         | 100.00%                      |
| ENROEE                | 26                        | 26                         | 100.00%                      |
| <b>FEBRUARY Total</b> | <b>203</b>                | <b>200</b>                 | <b>98.52%</b>                |

| <b>MARCH</b>       |                           |                            |                              |
|--------------------|---------------------------|----------------------------|------------------------------|
| <b>IR Area</b>     | <b>Number of Troubles</b> | <b>Cleared in 24 Hours</b> | <b>% Cleared in 24 Hours</b> |
| HICKORY TAVERN     | 21                        | 21                         | 100.00%                      |
| WATERLOO           | 37                        | 35                         | 94.59%                       |
| LAURENS            | 129                       | 127                        | 98.45%                       |
| WEST END           | 40                        | 40                         | 100.00%                      |
| GRAY COURT         | 27                        | 27                         | 100.00%                      |
| ENROEE             | 50                        | 49                         | 98.00%                       |
| <b>MARCH Total</b> | <b>304</b>                | <b>299</b>                 | <b>98.36%</b>                |

| <b>Quarter 1 - 2012</b>       |                           |                            |                              |
|-------------------------------|---------------------------|----------------------------|------------------------------|
| <b>IR Area</b>                | <b>Number of Troubles</b> | <b>Cleared in 24 Hours</b> | <b>% Cleared in 24 Hours</b> |
| HICKORY TAVERN                | 59                        | 57                         | 96.61%                       |
| WATERLOO                      | 83                        | 78                         | 93.98%                       |
| LAURENS                       | 308                       | 301                        | 97.73%                       |
| WEST END                      | 96                        | 95                         | 98.96%                       |
| GRAY COURT                    | 113                       | 111                        | 98.23%                       |
| ENROEE                        | 107                       | 105                        | 98.13%                       |
| <b>Quarter 1 - 2012 Total</b> | <b>766</b>                | <b>747</b>                 | <b>97.52%</b>                |

**Piedmont Rural Telephone Cooperative  
Held Applications / Availability of Service  
Quarter 1 - 2012**

|                | JANUARY     |              |                                 |                 | FEBRUARY    |              |                                 |                 | MARCH       |              |                                 |                 |
|----------------|-------------|--------------|---------------------------------|-----------------|-------------|--------------|---------------------------------|-----------------|-------------|--------------|---------------------------------|-----------------|
| IR Area        | New Service | Access Lines | % Completed<br>Within 5<br>Days | % Commit<br>Met | New Service | Access Lines | % Completed<br>Within 5<br>Days | % Commit<br>Met | New Service | Access Lines | % Completed<br>Within 5<br>Days | % Commit<br>Met |
| HICKORY TAVERN | 3           | 1,140        | 100.00%                         | 100.00%         | 9           | 1,139        | 100.00%                         | 100.00%         | 7           | 1,138        | 100.00%                         | 100.00%         |
| WATERLOO       | 6           | 1,164        | 100.00%                         | 100.00%         | 6           | 1,166        | 100.00%                         | 100.00%         | 9           | 1,168        | 88.89%                          | 100.00%         |
| LAURENS        | 16          | 3,669        | 93.75%                          | 100.00%         | 20          | 3,668        | 100.00%                         | 100.00%         | 17          | 3,672        | 94.12%                          | 100.00%         |
| WEST END       | 4           | 1,108        | 100.00%                         | 100.00%         | 5           | 1,104        | 100.00%                         | 100.00%         | 7           | 1,104        | 100.00%                         | 100.00%         |
| GRAY COURT     | 5           | 1,660        | 100.00%                         | 100.00%         | 7           | 1,648        | 100.00%                         | 85.71%          | 3           | 1,648        | 100.00%                         | 100.00%         |
| ENROEE         | 8           | 1,555        | 100.00%                         | 100.00%         | 14          | 1,554        | 100.00%                         | 100.00%         | 13          | 1,554        | 100.00%                         | 100.00%         |
| Total          | 42          | 10,296       | 97.62%                          | 100.00%         | 61          | 10,279       | 100.00%                         | 98.36%          | 56          | 10,284       | 96.43%                          | 100.00%         |